

 <b>Independent Verification &amp; Validation Facility</b>	<b>World Wide Web Resource Request Review and Approval</b>	<b>IVV 20-1 Revision: Basic Effective Date: July 26, 2005</b>
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APPROVAL SIGNATURES		DATE
Gregory Blaney (original signature on file)	Management System Representative	07/19/2005

REVISION HISTORY			
Rev. No.	Description of Change	Author	Effective Date
Basic	Initial Release	Brian Kesecker	07/26/2005

REFERENCE DOCUMENTS	
Document Number	Document Title
Center Announcement #95-02	Authorized Use of the Internet, the World Wide Web (WWW) and Related Internet Services
<a href="http://www.hq.nasa.gov/pao/portals/affinityKit/examples/">http://www.hq.nasa.gov/pao/portals/affinityKit/examples/</a>	Examples of Affinity Websites
<a href="http://www.gpoaccess.gov/fr/">http://www.gpoaccess.gov/fr/</a>	Federal Register
CIO DIRECTIVE 02-95	INTERNET USAGE POLICY
IVV 20	NASA IV&V Tools Lab Request Process
NPR 1441.1	NASA Records Retention Schedule
OMB: M-00-13	Privacy Policies and Data Collection on Federal Web Sites
<a href="http://www.nasa.gov/about/highlights/HP_Privacy.html">http://www.nasa.gov/about/highlights/HP_Privacy.html</a>	Privacy, Accessibility & Translation Capabilities
<a href="http://65.168.55.82/OSC_LINKED_DOCUMENTS/review_approval_cmr_101804.pdf">http://65.168.55.82/OSC_LINKED_DOCUMENTS/review_approval_cmr_101804.pdf</a>	Review and Approval of NASA Publications and Communications Products
<a href="https://www.section508.gov/">https://www.section508.gov/</a>	Section 508
<a href="http://www.hq.nasa.gov/office/pao/insignia/text/">http://www.hq.nasa.gov/office/pao/insignia/text/</a>	The NASA Insignia
Form 1020	Web Site CCB Review Request

CHECK THE MASTER LIST at <http://ims.ivv.nasa.gov>  
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<b>REFERENCE DOCUMENTS</b>	
Document Number	Document Title
	XHTML 1.0 The Extensible HyperText Markup Language (Second Edition)

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## **1.0 Purpose**

The purpose of this Work Instruction (WI) is to provide a consistent method for requesting World Wide Web (WWW) resources that are to be hosted on the NASA IV&V Facility Tools Laboratory (Tools Lab), and to provide a consistent process for the NASA IV&V Facility's Web Site Configuration Control Board (CCB) to review and approve such requests. IVV 20, NASA IV&V Tools Lab Request Process, covers requests to the Tools Lab for non-WWW resources.

## **2.0 Scope**

This WI applies to the NASA IV&V Facility Web Site CCB and personnel requesting WWW-related Tools Lab resources. This WI does not apply to resources outside of the Tools Lab, and does not apply to Commercial Off-The-Shelf (COTS) products.

## **3.0 Definitions and Acronyms**

The following definitions are provided to clearly define the roles of personnel associated with the Web Site CCB, or to define the meaning of associated terminology used by the Web Site CCB.

### **3.1 Associate of Operations**

The Associate of Operations is a NASA IV&V Facility civil service employee assigned by Facility Management to assist the Director with managing the operations and maintenance (O&M) of the NASA IV&V Facility.

### **3.2 Children's On-line Privacy Protection Act (COPPA)**

COPPA is defined in the Code of Federal Register; Part 312 (pages 59911-59915). COPPA applies to the online collection of personal information by persons or entities under U.S. jurisdiction from children under the age of thirteen. It spells out what a web site operator must include in a privacy policy, when and how to seek verifiable consent from a parent, and what responsibilities an operator has to protect children's privacy and safety online.

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### **3.3 Communications Materials Review (CMR)**

The CMR process was established to implement unifying elements, such as key messages and design standards, in all NASA-funded communications material. Whether the intended audience is internal (NASA civil service employees and on-site contractors), external, or both, materials are reviewed only on a macro level. This review is to ensure consistency throughout NASA regarding the above-mentioned elements, and does not include a content review. The goal is to enhance the effectiveness and efficiency of NASA communications.

The process applies to NASA Headquarters and NASA Centers, including Component Facilities, and covers publications and communications products that are intended for internal NASA staff and external audiences.

See <http://communications.nasa.gov/> for more details.

### **3.4 Requester**

The Requester is an individual or group submitting a request for access to a Tools Lab resource. A Requester can be anyone who is supporting the NASA IV&V Facility.

### **3.5 Section 508**

Section 508 refers to Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998. Section 508 requires that Federal agencies' electronic and information technology is accessible to people with disabilities. For additional details about Section 508, visit <https://www.section508.gov/>.

### **3.6 Tools Lab Manager**

The Tools Lab Manager is a NASA IV&V Facility civil service employee or alternate responsible for processing Tools Lab requests. The Tools Lab Manager is also responsible for overseeing the request process through to completion.

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### **3.7 Web Site Configuration Control Board (CCB)**

The Web Site CCB is the group that reviews the change requests and analysis specified herein. The Web Site CCB consists of the Associate of Operations, the Tools Lab Manager, Web Site Support Project Manager, Web Site Support Contractor, and/or others specified by any of the aforementioned entities.

### **3.8 Web Site Support Contractor**

The Web Site Support Contractor is the contractor assigned to perform web site support for the NASA IV&V Facility.

### **3.9 Web Site Support Project Manager (PM)**

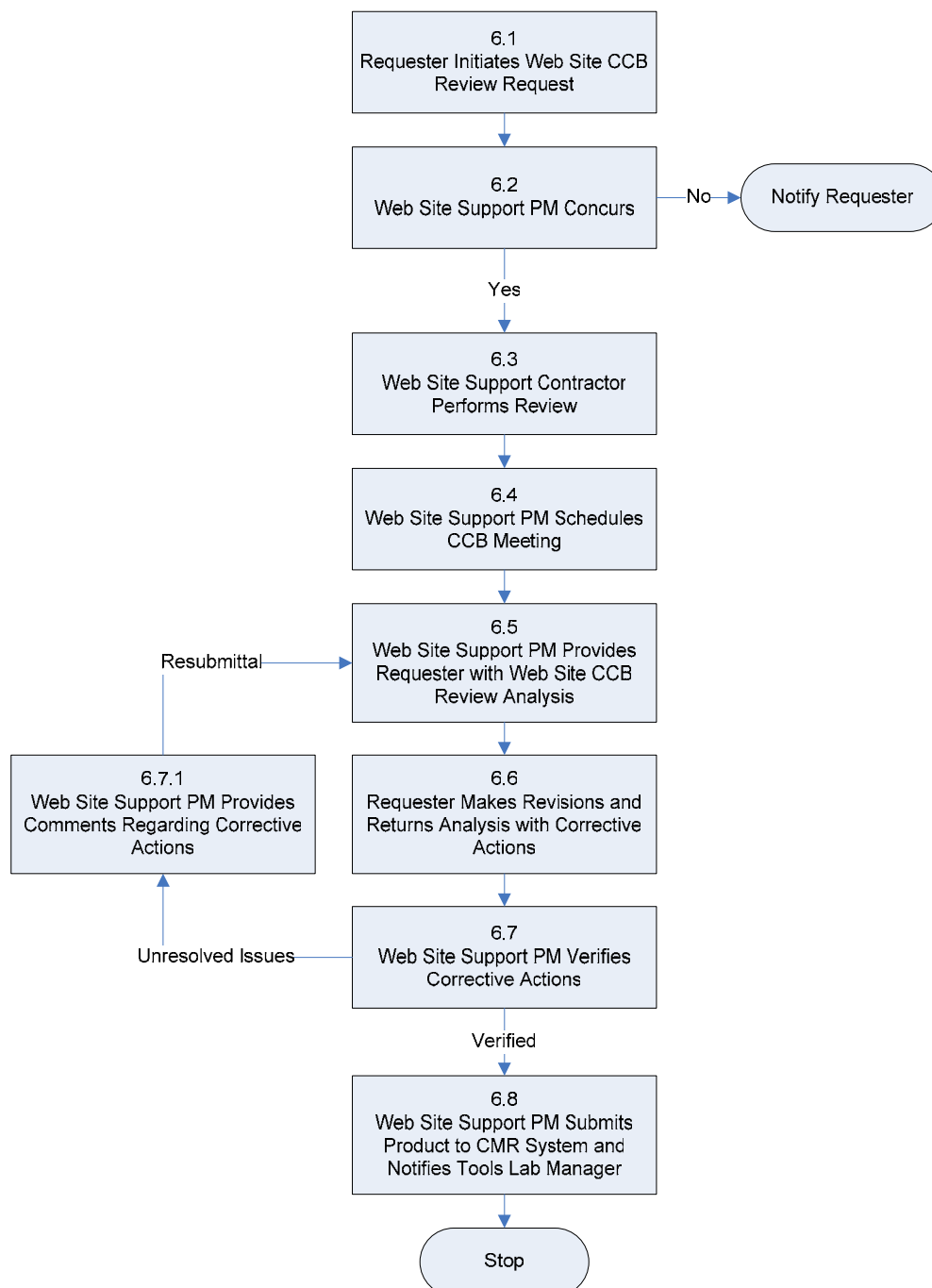
The Web Site Support PM (or deputy) is the manager assigned to manage the processes of the Web Site CCB.

### **3.10 Acronyms**

CCB	Configuration Control Board
CIO	Chief Information Officer
CMR	Communications Material Review
COPPA	Children's On-line Privacy Protection Act
COTS	Commercial off-the-shelf
GSFC	Goddard Space Flight Center
IMS	IV&V Management System
NPR	NASA Procedural Requirement
O&M	Operations and Maintenance
OMB	Office of Management and Budget
PM	Project Manager
POC	Point of Contact
URL	Universal Resource Locator
WI	Work Instruction
WWW	World Wide Web
XHTML	Extensible HyperText Markup Language

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#### 4.0 Flow Chart



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## **5.0 Responsibilities**

The following personnel are assigned the following responsibilities in the Web Site CCB Review.

### **5.1 Associate of Operations**

The Associate of Operations shall:

- Attend scheduled Web Site CCB Review Meetings or provide a suitable alternate in the event that he/she cannot be present.
- Provide approval of review findings and meeting analysis.

### **5.2 Requester**

The Requester shall:

- Initiate Web Site CCB Review Requests when their work on the Tools Lab is ready for review (prior to production or “live” status).
- Correct required items identified by the Web Site CCB in the review findings and meeting analysis.
- Notify the Web Site Support PM of corrective actions taken via a revised version of the submitted Form 1020, Web Site CCB Review Request (Form 1020).

### **5.3 Tools Lab Manager**

The Tools Lab Manager shall:

- Attend scheduled Web Site CCB Review Meetings or provide a suitable alternate in the event that he/she cannot be present.
- Provide approval of review findings and meeting analysis.

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#### **5.4 Web Site Configuration Control Board (CCB)**

The Web Site CCB shall:

- Meet at the completion of each review performed by the Web Site Support Contractor to analyze review findings.
- Complete review of each request by the specified “Complete Review By (Date)” on Form 1020.
- Provide approval of review findings and meeting analysis as a whole.

#### **5.5 Web Site Support Contractor**

The Web Site Support Contractor shall:

- Review each Form 1020 concurred by the Web Site Support PM.
- Attend scheduled Web Site CCB Review Meetings or provide a suitable alternate in the event that he/she cannot be present.
- Provide approval of review findings and meeting analysis.

#### **5.6 Web Site Support Project Manager (PM)**

The Web Site Support PM shall:

- Concur on submitted Form 1020.
- Schedule Web Site CCB Review Meetings.
- Attend scheduled Web Site CCB Review Meetings or provide a suitable alternate in the event that he/she cannot be present.
- Provide approval of review findings and meeting analysis.
- Provide review findings and meeting analysis to the Requester.
- Verify adjustments made by the Requester.
- Submit products to the CMR.
- Notify Tools Lab Manager of Web Site CCB Review completion.



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## 6.0 Procedure

The following procedure provides a consistent method for requesting, reviewing, and approving WWW resources that are to be hosted on the Tools Lab. This procedure is a requirement for all requests that meet the criteria identified in 2.0, Scope, of this WI.

### 6.1 Web Site CCB Review Request

To initiate a Web Site CCB Review, the Requester shall use Form 1020. The Requester shall identify the following:

- Name of the Requester
- The location at which a review can take place (e.g. universal resource locator [URL], Shared Drive Location) or the data files necessary to perform a review
- The date at which the review must be completed

The Requester shall save, then forward Form 1020 to the Web Site Support PM via electronic mail.

### 6.2 Web Site Support PM Concurrence

The Web Site Support PM shall provide concurrence with the request submitted by:

- Accepting the request if the Web Site CCB is required, or
- Returning the request if the Web Site CCB is not required
- Assigning a request number
- Indicating the Web Site Support PM's name
- Assigning a processing date

The Web Site Support PM shall save the submitted Form 1020 at the following Shared Drive location (filename as follows: "Form 1020 MM/DD/YYYY.doc"):

<S:\NASA Shared\Facility O&M - Blaney\Web Administration - Kesecker\Web Site CCB Review Requests>

The Web Site Support PM then provides the Web Site Support Contractor with a copy of the review request.

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### 6.3 Web Site Support Contractor Review

The Web Site Support Contractor shall verify and validate that the resource being requested for review conforms to the following set of requirements and/or recommendations. The Web Site Support Contractor shall record this information in the submitted Form 1020 (use the “Appendix Form” portion of the form to record details in the case of a “Fail” or “Questionable” value):

#### 6.3.1 Federal Government Requirements

- A. Section 508 of the Rehabilitation Act as amended in 1998 (see subpart B, section 1194.22 for details or <http://webmasters.ivv.nasa.gov/accessibility.html> for examples)
- B. Children’s On-line Privacy Protection Act (COPPA) (see the Final Rule, Federal Register, Part 312 for details)

#### 6.3.2 NASA/GSFC Requirements

- C. Official Use Only – supports the Agency, Center, or Facility from a mission perspective; not used at a personal level (see <http://webmaster.gsfc.nasa.gov/policy/gsfcc/gsfcc.internet.policy.html> for directive policy).
- D. NASA Web Site Privacy Statement/Notice – common Agency statement that must appear, at a minimum, on the main page (see [http://www.nasa.gov/about/highlights/HP\\_Privacy.html](http://www.nasa.gov/about/highlights/HP_Privacy.html) for full text details).
- E. Responsible NASA Official – clearly displays the name of a NASA Official who is responsible for the resource (see <http://webmaster.gsfc.nasa.gov/policy/gsfcc/notice2.html> for announcement notice).
- F. NASA Insignia – if the Insignia is used, it must be displayed as per the guidelines provided at <http://www.hq.nasa.gov/office/pao/insignia/text/>).
- G. One NASA Affinity – if the resource is publicly accessible, it must conform to one of the defined levels of Agency affinity (see <http://www.hq.nasa.gov/pao/portal/affinityKit/examples/> for examples).

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- H. Cookies – if cookies are being utilized, they must be configured to be non-persistent (see <http://www.whitehouse.gov/omb/memoranda/m00-13.html> for OMB Memorandum).

### 6.3.3 NASA Communications Requirements

- I. Conforms to NASA Communications Checklist – all the required information needed for this step can be found at <http://communications.nasa.gov/>. The checklist shall be used to determine conformance before submission to the CMR system.

### 6.3.4 IV&V Facility Recommendation

- J. Conforms to extensible hypertext markup language (XHTML) 1.0 Specification or greater – validated code-base (see <http://www.w3.org/TR/xhtml1/> for the specification and <http://validator.w3.org/> for the free, on-line validator).

### 6.3.5 Best Practices

- K. External Links (includes a warning, or transition page, informing the user the link leads away from the current resource; or new window).  
L. Scalable, Extensible, and Modular Design (the design should be congruent with current web design philosophy).

*Note: Form 1020 contains three (3) options when reviewing; Pass, Fail, and Questionable. Questionable shall be identified when the Web Site Support Contractor believes the decision is best left for the Web Site CCB Review Meeting.*

The Web Site Support Contractor shall notify the Web Site Support PM when the review has been completed.

## 6.4 Web Site CCB Review Meeting

The Web Site Support PM shall schedule a meeting with the following:

- Associate of Operations
- Tools Lab Manager

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- Web Site Support PM
- Web Site Support Contractor
- Other – guest(s), if specified, by any of the above

The meeting shall consist of analyzing the review performed by the Web Site Support Contractor to obtain concurrence from the Web Site CCB on all items. The submitted Form 1020 shall be used to record concurrence on all items on the “Appendix Form.”

## **6.5 Provide Review Findings and Meeting Analysis**

At the conclusion of the Web Site CCB Review, the Web Site Support PM shall notify the Requester of the completion of the review and forward the submitted Form 1020 via email. The Web Site Support PM shall instruct the Requester to complete the submitted Form 1020 only in the section titled “REQUESTER ACKNOWLEDGES.”

## **6.6 Requester Revisions**

The Requester shall notify the Web Site Support PM when the submitted Form 1020 has been completed (this includes fulfilling any requested changes by the Web Site CCB as per the review) by forwarding the revised Form 1020 via email.

## **6.7 Verification**

Upon receipt of the revised Form 1020, the Web Site Support PM shall verify that the revised Form 1020 contains the requested information and shall copy the received file to the original location (this may include overwriting the original).

In order to ensure that items identified by the Web Site CCB Review process have been addressed, the Web Site Support PM shall verify the adjustments performed by the Requester (this may require further information exchange between the Web Site Support PM and the Requester).

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### 6.7.1 Action After Verification

If verification can be made that issues identified by the Web Site CCB have been addressed, the Web Site Support PM shall identify as such in the revised Form 1020.

If verification cannot be made, repeat the process described in Section 6.5, Provide Review Findings and Meeting Analysis, through this section until verification can be made.

## 6.8 Communications Materials Review (CMR)

As per the memorandum distributed on October 18, 2004, by the NASA Chief of Staff, John Schumacher, "all NASA-funded\ponsored publications and communications products" shall enter the CMR system for review prior to dissemination.

The Web Site Support PM shall submit the product that the Requester has developed to the NASA CMR System at <http://communications.nasa.gov/> and shall notify the Tools Lab Manager that all Web Site CCB Request requirements have been fulfilled.

## 7.0 Metrics

There are no metrics associated with this WI.

## 8.0 Records

The following table of records shall be retained in accordance with NPR 1441.1, NASA Records Retention Schedule.

Document Name and Identification Number	User Responsible for Record Retention	Retention Requirement	Location
Form 1020	Web Site Support PM	NPR 1441.1	Shared Drive